

In the claims:

Please amend the claims as follows:

- 1) (Withdrawn) A method of training a user of a self-service kiosk, the method comprising the steps of:

providing a self-service kiosk for providing a service to a user;

on or adjacent to the self-service kiosk, providing the address of an online training facility;
and

providing at said address an online training facility instructing the user in the use of said self-service kiosk.
- 2) (Withdrawn) The method of training a user of Claim 1 wherein said service to a user requires said user to enter information or make selections relating to the service provided.
- 3) (Withdrawn) The method of training a user of Claim 2 wherein said information is provided by said user entering information in a predetermined format in one or more fields.
- 4) (Withdrawn) The method of training a user of Claim 2 wherein said information is provided or selections are made by said user selecting from one or more options as provided by the trainer facility.
- 5) (Withdrawn) The method of training a user of Claim 1 wherein said address of the online training facility is provided in the form of a removable printed document.
- 6) (Withdrawn) The method of training a user of Claim 5 wherein said removable printed document is a business card.

7) (Withdrawn) The method of training a user of Claim 5 wherein said removable printed document is printed when required by said self-service kiosk.

8) (Withdrawn) The method of training a user of Claim 2 wherein the online trainer facility instructs a user by the steps of:

providing an introduction that outlines the procedure to be followed in order to complete said trainer;

simulating the service to the user provided by said self-service kiosk; and

providing a guide to entering said information relating to said service to the user provided by said self-service kiosk.

9) (Withdrawn) The method of training a user of Claim 8 wherein the guide to entering said information comprises a pointer and a prompt that informs the user as to the correct format and procedure for entering said information.

10) (Withdrawn) The method of training a user of Claim 8 wherein an error message is provided if incorrect information is entered by said user into the simulation.

11) (Withdrawn) The method of training a user of Claim 8 further comprising the step of allowing the user, upon completion of a training session, to accessing an online address corresponding to an associated simulator.

12) (Withdrawn) The method of training a user of Claim 8 further comprising the step of providing a visual simulation of self-service kiosk peripherals other than a display.

13. (Currently amended) A method of training a user of a self-service kiosk, the method comprising the steps of:

providing a self-service kiosk for providing ~~a service~~ one or more services to a user;

on or adjacent to the self-service kiosk, providing ~~the~~ an address of an online simulator, and

providing at said address an online simulator simulating the function of said self-service kiosk such that the user can be familiarized with, and trained in proper use of said self service kiosk.

14. (Currently Amended) The method of training a user of Claim 13 wherein providing said one or more services said service to a user requires said user to enter information or make selections relating to the one or more services provided by said simulator.

15. (Original) The method of training a user of Claim 14 wherein said information is provided by said user entering information in a predetermined format in one or more fields.

16. (Original) The method of training a user of Claim 14 wherein said information is provided or selections are made by said user selecting from one or more options as provided by the simulator.

17. (Currently amended) The method of training a user of Claim 13 wherein said address of the an online training facility is provided by a removable printed document.

18. (Original) The method of training a user of Claim 17 wherein said removable printed document is a business card.

19. (Original) The method of training a user of Claim 17 wherein said removable printed document is a receipt printed when required by said self-service kiosk.

20. (Original) The method of training a user of Claim 13 further comprising the step of providing a visual simulation of self-service kiosk peripherals other than a display.